



DEPARTMENT OF BEHAVIORAL HEALTH FY 2024 PERFORMANCE PLAN

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1 DEPARTMENT OF BEHAVIORAL HEALTH

Mission: The mission of the Department of Behavioral Health (DBH) is to support prevention, treatment, resiliency and recovery for District residents with mental health and substance use disorders through the delivery of high quality, integrated services.

Services: DBH will: 1) ensure that every individual seeking services is assessed for both mental health and substance use disorder needs. 2) develop the ability of the provider network to treat co-occurring disorders; 3) establish and measure outcomes for individuals with co-occurring mental health and substance use disorders as well as single illnesses with recovery as the goal; 4) consolidate and enhance provider monitoring to ensure high quality service; and 5) establish a single credentialing process for both mental health and substance use disorder providers. DBH serves as the State Mental Health Authority and the Single State Authority for substance abuse.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Provide oversight of the behavioral health system of care to ensure the delivery of high-quality services

Promote behavioral health wellness through prevention and early intervention services and supports.

Ensure individuals served through DBH-operated community-based programs receive quality services

Ensure individuals served at Saint Elizabeth's Hospital receive quality services to meet their unique needs.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Provide oversight of the behavioral health system of care to ensure the delivery of high-quality services		
Clinical best practices	Establish and disseminate best practices for behavioral health services	Daily Service
Ensure provider network adequacy	Determine necessary array of services for behavioral health population's needs; certify providers	Daily Service
Monitor behavioral health treatment system	Establish behavioral health quality of care metrics and partner with DHCF in monitoring MCO contracts for behavioral health treatment system	Daily Service
Promote behavioral health wellness through prevention and early intervention services and supports.		
Prevention interventions	Conduct strategic preventive interventions aimed at preventing and/or delaying the onset of alcohol, tobacco, and other drug use among youth and adults.	Daily Service
Early Interventions	Provide individual and group interventions to children.	Daily Service
School Mental Health Services	Provide individual and group interventions in school settings	Daily Service
Supportive Services (Housing, Peers, Intensive Care Coordination)	Connect consumers to DBH housing programs, certify peers and recovery coaches, and provide intensive care coordination to reconnect individuals to care	Daily Service
Ensure individuals served through DBH-operated community-based programs receive quality services		
Forensic Monitoring	Monitor consumers who have a legal status of committed outpatient and ensure they are complying with court orders.	Daily Service
Urgent Care	Provide community-based urgent care services for adult and child behavioral health consumers	Daily Service
Crisis Services	Provide telephonic and in-person crisis services via the Access HelpLine (AHL), Community Response Team (CRT), and Comprehensive Psychiatric Emergency Program (CPEP)	Daily Service
Substance Use Disorder Assessment and Referral Center	Assess clients in need of SUD services and refer to community providers via the Assessment and Referral Center (ARC)	Daily Service
Ensure individuals served at Saint Elizabeth's Hospital receive quality services to meet their unique needs.		
Quality Inpatient Care	Provide quality treatment to individuals in care at Saint Elizabeths Hospital	Daily Service
Transition to community	Work with the community behavioral health network to ensure individuals being discharged from Saint Elizabeths Hospital have a successful transition back to the community.	Daily Service
Safety	Ensure the safety of individuals and staff at Saint Elizabeth's Hospital.	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Provide oversight of the behavioral health system of care to ensure the delivery of high-quality services					
Percent of individuals who improved on at least one of 3 outcome indicators between initial and most recent children/youth functional assessment (PECFAS/CAFAS).	Up is Better	64.3%	52.9%	55%	55%
Percent of consumers surveyed in the Behavioral Health Satisfaction Survey who were satisfied with Access	Up is Better	78.9%	83.5%	80%	80%
Percent of consumers surveyed in the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process	Up is Better	74.1%	81.5%	80%	80%
Percent of individuals with improvement on one or more outcome indicators on the adult functional assessment (DLA-20)	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Number of Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (HEDIS) for members 13 years of age and older	Down is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percentage of beneficiaries (Ages 6 to 17) who received clinical follow-up within 30 days of discharge for psychiatric hospitalization.	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percentage of beneficiaries (ages 18+) who received clinical follow-up within 30 days of discharge for psychiatric hospitalization.	Down is Better	New in 2024	New in 2024	New in 2024	New in 2024
Promote behavioral health wellness through prevention and early intervention services and supports.					
Percent of consumers who remained in the Community Residential Facility (CRF) placement for at least 90 days from move-in date, with no psychiatric hospitalizations, incarcerations, crisis bed placements, or involuntary discharges	Up is Better	90.9%	86.1%	90%	90%
Percent of school-based behavioral health partnership schools with a school based behavioral health provider	Up is Better	91.5%	61.5%	80%	80%

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Ensure individuals served through DBH-operated community-based programs receive quality services					
Average time from 911 call to Community Response Team (CRT) arrival on the scene of an event for Priority 1 calls	Down is Better	New in 2022	61	30	30
Percent of Community Response Team (CRT) deployment where MPD assistance was requested by CRT	Up is Better	New in 2022	30.8%	20%	20%
Percent of DBH adult 35 K urgent care consumers who were satisfied with overall urgent care experience	Up is Better	Not Available	Not Available	New in 2024	No Target Set
Ensure individuals served at Saint Elizabeth's Hospital receive quality services to meet their unique needs.					
Percent of patients satisfied with Facility/Environment	Up is Better	54.9%	51.2%	60%	60%
Percent of unique patients secluded at least once per month	Down is Better	2.7%	2.9%	4.2%	4.2%
Percent of unique patients restrained at least once per month	Neutral	4.7%	7.4%	8%	No Target Set
Percent of individuals from Saint Elizabeths Hospital readmitted within 30 days	Down is Better	0.3%	0%	1.8%	1.8%

Workload Measures

Measure	FY 2021	FY 2022
Clinical best practices		
Number of people who attend DBH Training Institute trainings	3633	4,215
Ensure provider network adequacy		
Number of Community Residential Facilities licensed	91	92
Number of providers certified	79	76
Monitor behavioral health treatment system		
Number of people receiving mental health treatment	New in 2023	New in 2023
Number of people receiving substance use disorder treatment	New in 2023	New in 2023
Early Interventions		
Number of child development facilities participating in Healthy Futures program	83	97
Prevention interventions		
Number of prevention activities by Prevention Centers	248	269
Number of naloxone kits distributed	56,810	65,124
School Mental Health Services		
Number of children who received treatment services from the School-based Behavioral Health Program	598	642
Supportive Services (Housing, Peers, Intensive Care Coordination)		
Number of people DBH placed in housing	1662	1,676
Number of people served by Integrated Care Coordination team	New in 2023	New in 2023
Number of active Certified Peer Specialist	New in 2024	New in 2024
Crisis Services		
Number of Community Response Team (CRT) Interventions	5452	6,700
Number of FD12s (documentation for involuntary hospitalization) written by Community Response Team (CRT) for 911 diverted calls	Not Available	27
Number of 911 calls referred to a behavioral health specialist/clinician that resulted in CRT deployment by category of call for service	Not Available	66
Number of people who had a behavioral health claim within 7 days of a Community Response Team (CRT) diversion, a follow-up service from CRT, a linkage to services outside of the DBH network, or a voluntary hospitalization after a 911 diverted call	Not Available	37

Workload Measures (continued)

Measure	FY 2021	FY 2022
Number of crisis/suicide calls answered by Access HelpLine (AHL)	New in 2023	New in 2023
Number of People served at CPEP	Not Available	Not Available
Forensic Monitoring		
Number of Consumers monitored by Forensic Outpatient Division (FOPD)	62	62
Substance Use Disorder Assessment and Referral Center		
Number of SUD intakes completed at Assessment and Referral Center (ARC)	New in 2023	New in 2023
Urgent Care		
Number of adults who received services at DBH's urgent care clinic	New in 2023	New in 2023
Number of children who received services at DBH's urgent care and PIECE programs	New in 2023	New in 2023
Number of people served at Stabilization and Sobering Center	New in 2023	New in 2023
Quality Inpatient Care		
Average daily census of civil (non-court-involved) patients at Saint Elizabeths Hospital	105	93
Safety		
Number of assaults by patients on staff or other patients	295	351
Number of Staff and Patient Falls	154	131
Transition to community		
Average daily census of forensic (court-involved) patients at Saint Elizabeths Hospital	97	27.5
Number of people discharged from Saint Elizabeths Hospital quarterly into community housing	127	123